

BloodSafe[®]
ELEARNING AUSTRALIA

Transfusion practice and
patient blood management
education online

2023-24

ANNUAL
REPORT



This report has been published by:

BloodSafe eLearning Australia

Centre for Education and Training
Women's and Children's Hospital
72 King William Road, North Adelaide,
SA, 5006, Australia

Contact details

BloodSafe eLearning Australia
support@bloodsafelearning.org.au

Published September 2024

Report design by

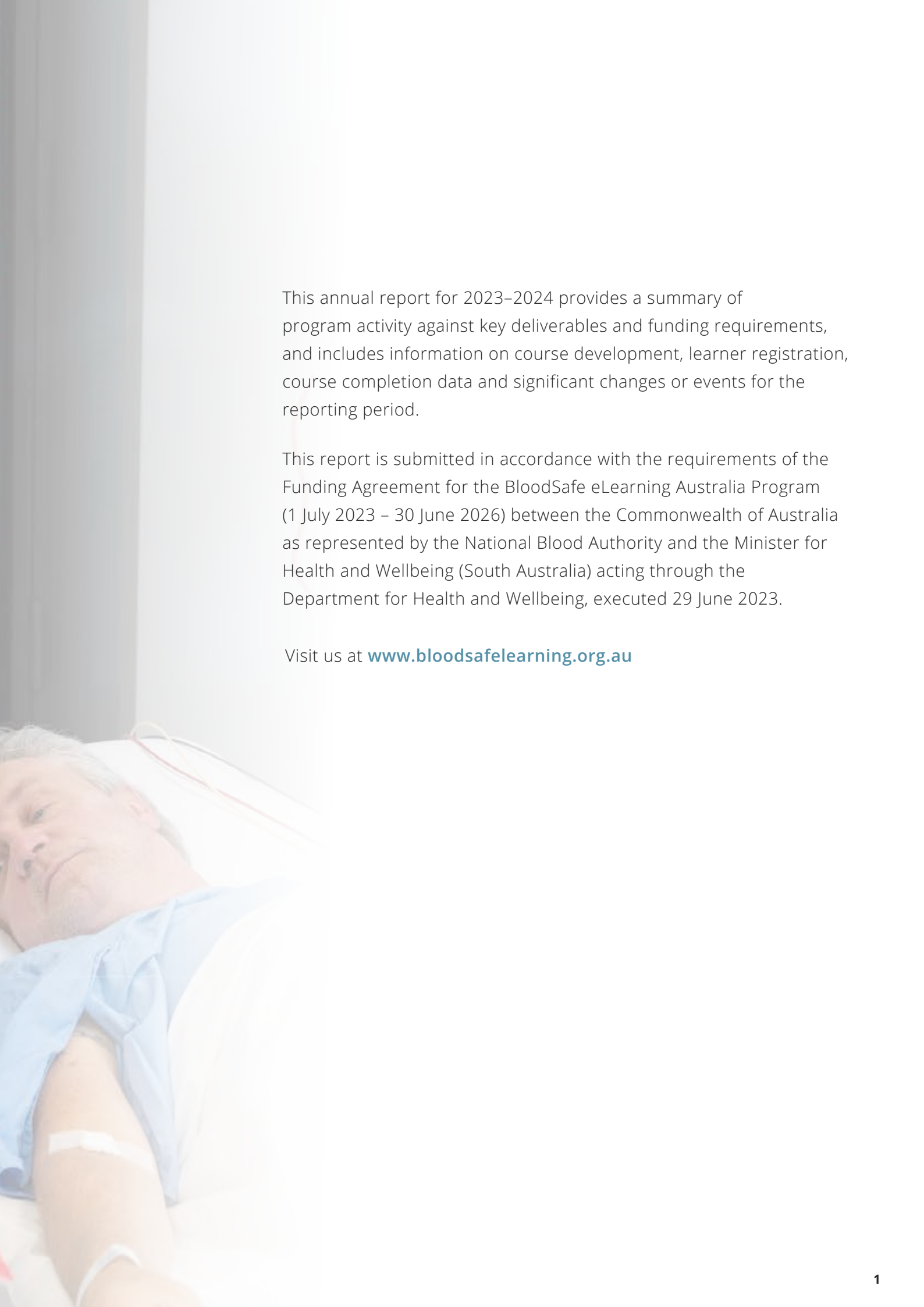
Digital Learning and Design,
Women's and Children's Hospital,
North Adelaide. (D5932)

BloodSafe eLearning Australia receives joint national funding provided by the National Blood Authority, on behalf of all Australian Governments, to enable free access by all users.

Acronyms

AHPRA	Australian Health Practitioners Regulation Agency
ANZSBT	Australia and New Zealand Society of Blood Transfusion
BEA	BloodSafe eLearning Australia
BEAR Group	BloodSafe eLearning Australia Reference Group
BOT	Blood, Organ & Tissue Programs
EMR	Electronic Medical Record
ISBT	International Society of Blood Transfusion
JBC	Jurisdictional Blood Committee
Lifeblood	Australian Red Cross Lifeblood
LMS	Learning Management System
NBA	National Blood Authority
PBM	Patient Blood Management
WCHN	Women's and Children's Health Network





This annual report for 2023–2024 provides a summary of program activity against key deliverables and funding requirements, and includes information on course development, learner registration, course completion data and significant changes or events for the reporting period.

This report is submitted in accordance with the requirements of the Funding Agreement for the BloodSafe eLearning Australia Program (1 July 2023 – 30 June 2026) between the Commonwealth of Australia as represented by the National Blood Authority and the Minister for Health and Wellbeing (South Australia) acting through the Department for Health and Wellbeing, executed 29 June 2023.

Visit us at www.bloodsafelearning.org.au

'I FELT THAT THIS COURSE IS ONE OF THE
BEST ONLINE TRAINING MODULES PRESENT,
WITH JUST THE RIGHT AMOUNT OF DEPTH
OF KNOWLEDGE, AS WELL AS USE OF
VIDEOS AND INTERACTIVE QUESTIONS.'

March 2024 Registered Nurse QLD



CONTENTS

YEAR AT A GLANCE	4
------------------	---

1 ABOUT US	7
-------------------	----------

- Program outline
- Courses
- Resources
- Endorsements and support
- Staff

2 GOVERNANCE AND ADMINISTRATION	17
--	-----------

- Corporate governance
- Stakeholders

3 ANNUAL PERFORMANCE	21
-----------------------------	-----------

- Performance criteria
- Deliverables and milestones
- Promotion and communication activities
- New learner registrations and course completions
- Evaluation and course feedback
- Device and operating systems
- User support and feedback
- Online systems development

4 FINANCIAL MANAGEMENT	33
-------------------------------	-----------

- Financial Statement (1 July 2023 – 30 June 2024)

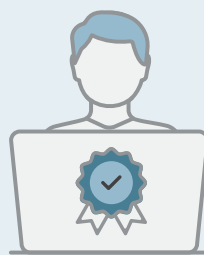
5 APPENDICES	37
---------------------	-----------

- 1 – User registrations and course completion by profession
- 2 – Risk management plan

YEAR AT A GLANCE



66,340
NEW LEARNER
REGISTRATIONS



193,810
COURSES COMPLETED
BY LEARNERS



16,150
COURSES COMPLETED ON
AVERAGE EACH MONTH

RECEIVED

16 HOURS

unpaid **subject matter expert peer review** and course content review

15 HOURS

unpaid **subject matter expert interviews** conducted

5 HOURS

unpaid **clinical filming** by healthcare staff

WAS USED BY

1928

Australian health care organisations (hospitals, pathology laboratories, universities, etc) to improve staff knowledge and assist them to meet their accreditation requirements

WORKPLAN



Completed 2023-2024:

New Course:

- Intravenous Iron Administration

New Podcasts:

- Haemolytic Disease of the Fetus and Newborn (HDFN)
- Transfusion and Patient Blood Management

THE BLOODSAFE ELEARNING AUSTRALIA PROGRAM 2023-24 REPORTING PERIOD

As the new Program Director of BloodSafe eLearning Australia (BEA), I am pleased to present, on behalf of the BloodSafe eLearning team, our 2023 – 2024 Annual Report.

Since stepping into the newly created Program Director role in November 2023, it has been a privilege to work alongside the dedicated teams at BloodSafe eLearning Australia, in partnership with the Women’s and Children’s Health Network, Blood Organ and Tissue – South Australia Health and Wellbeing, and the National Blood Authority (NBA). I feel fortunate to collaborate with such knowledgeable and passionate professionals.

Earlier this year, BEA welcomed three new staff members: Amy Sheppard and Robyn White as Clinical Education Project Officers, and Cassandra Thomas as Systems Support Officer. Their extensive knowledge and experience have allowed them to make immediate and valuable contributions to our team. We also bid farewell to Shalini George, Clinical Education Project Officer, who had been working remotely from Melbourne. We wish her the best in her future endeavors.

This financial year has been marked by innovation and growth, with our team embracing new visions and maintaining an unwavering commitment to developing high-quality eLearning programs. These programs are designed to support best practices and ensure safe transfusion and patient blood management.

We extend our deepest gratitude to our expert clinicians, who have generously provided their time and expertise to assist with course development and review content as

subject matter experts. Their clinical advice and support are invaluable. We are also fortunate to have highly regarded clinicians agree to be filmed for new courses. We appreciate their time and willingness to share their extensive knowledge in support of our programs.

In 2023, we sponsored the Australian and New Zealand Society of Blood Transfusion (ANZSBT) Transfusion Practitioners Study Day, held prior to the Blood 2023 Conference in Melbourne, and hosted a Masterclass. Additionally, our team has filmed expert clinicians for new courses on Adverse Events and Critical Bleeding in Sydney, Melbourne, and Adelaide. We extend our thanks to the Australian Red Cross Lifeblood and the Alfred Hospital in Melbourne for providing venues and support for these filming sessions.

I am excited about the year ahead and look forward to working with such a dynamic program and teams. I eagerly anticipate the release of new courses that will continue to engage learners and support clinical practice in healthcare. I would like to express my sincere thanks to everyone involved across Australia for your expertise and support for BloodSafe eLearning Australia. Your contributions have enabled us to deliver the best possible educational eLearning courses throughout the year. I am truly proud to lead the BloodSafe eLearning Australia team into the 2024 – 2025 financial year.

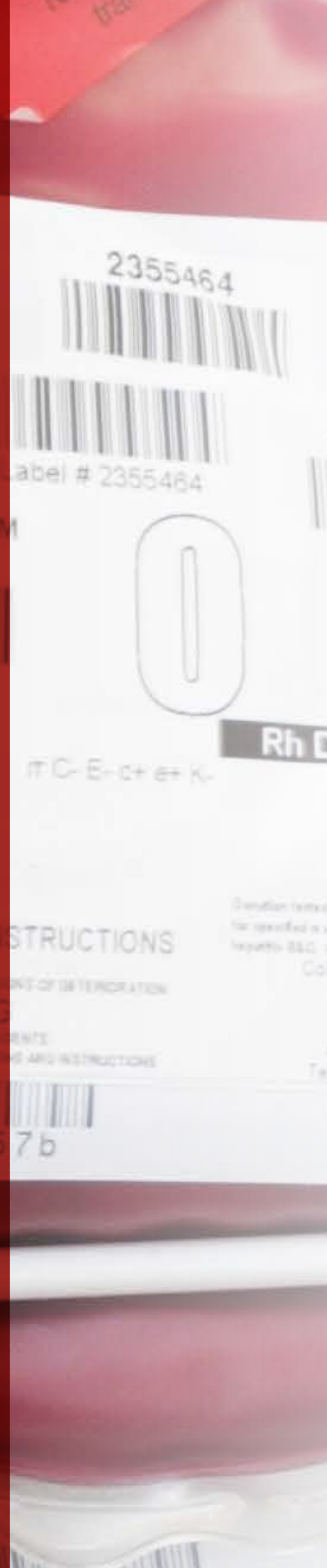
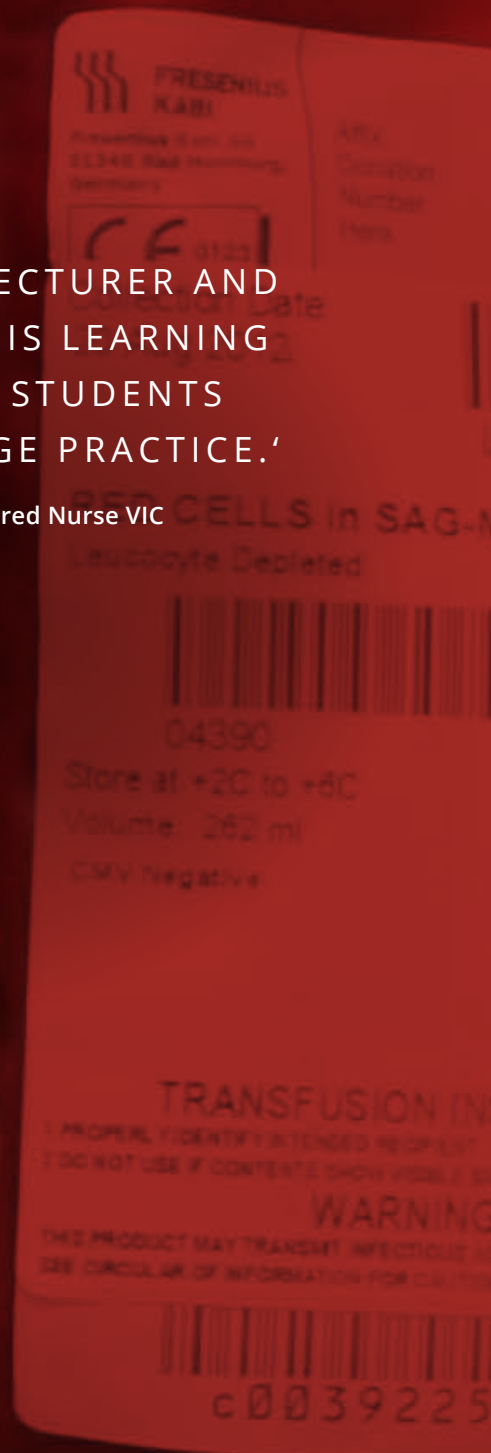
Carolyn Field

Program Director

BloodSafe eLearning Australia

'I AM A NURSING LECTURER AND I INCORPORATE THIS LEARNING MODULE TO ALL STUDENTS BEFORE FINAL STAGE PRACTICE.'

September 2023 Registered Nurse VIC

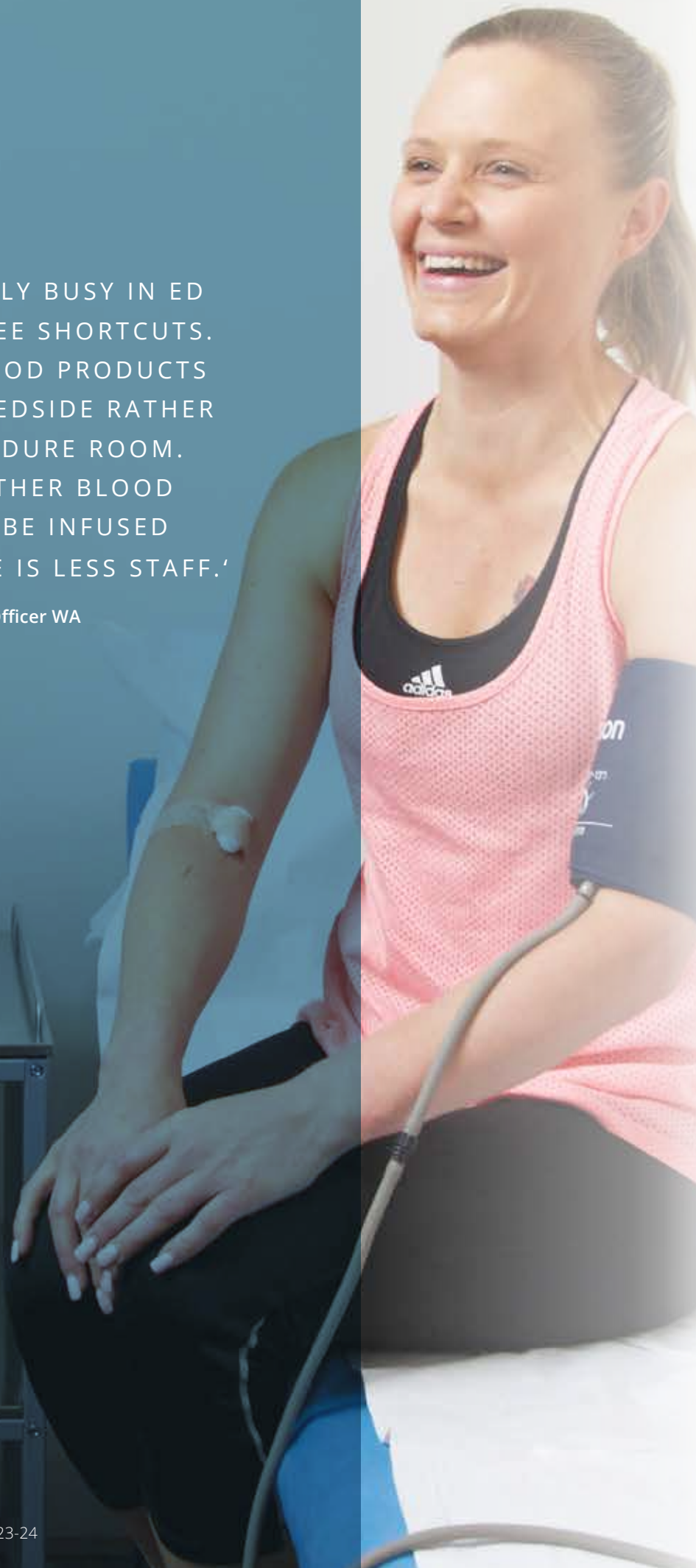




1 ABOUT US

'IT TENDS TO GET REALLY BUSY IN ED AND SO SOMETIMES I SEE SHORTCUTS. I WILL ENSURE ALL BLOOD PRODUCTS ARE CHECKED AT THE BEDSIDE RATHER [THAN] IN THE PROCEDURE ROOM. I WILL DISCUSS WHETHER BLOOD PRODUCTS NEED TO BE INFUSED OVERNIGHT WHEN THERE IS LESS STAFF.'

October 2023 Medical Officer WA



PROGRAM OUTLINE

BloodSafe eLearning Australia provides online education resources for health professionals. These courses provide knowledge of patient blood management and clinical transfusion practice that can be applied in the clinical setting to improve patient outcomes and can assist organisations to meet accreditation requirements. All courses are based on published guidelines, evidence-based practice and expert opinion, and provide up-to-date information for health professionals. BloodSafe eLearning Australia receives joint Commonwealth funding provided by the National Blood Authority, on behalf of all Australian Governments, to enable free access by all learners.

BloodSafe eLearning Australia commenced in June 2006 with proof-of-concept funding provided by the then South Australian Department of Health “to develop and implement an online learning tool suitable for knowledge credentialing of all professionals who handle blood and blood products...” in South Australia. The first course, Clinical Transfusion Practice, was released in September 2007.

Interest from other jurisdictions led to the course being made available to all Australian states and territories. A successful application was made to the Jurisdictional Blood Committee for national funding to enable free access by all learners and to support and further develop this resource.

BloodSafe eLearning Australia has a contract with Australian Red Cross Lifeblood for medical editing and writing services and is endorsed by the Australian and New Zealand Society of Blood Transfusion (ANZSBT), the International Society of Blood Transfusion (ISBT) and a range of professional societies and colleges.

Since the release of the first course in 2007, the catalogue has expanded to over 40 courses, plus a mobile device application ('app'), and a range of standalone supporting materials. Further courses are continually in development. Funding is currently approved until 30 June 2026 with a two – year extension option.

From **2007** to **end of June 2024** there was total of

876,264

LEARNERS REGISTERED

2,139,539

COURSE COMPLETIONS

COURSES

TRANSFUSION PRACTICE COURSES

- Clinical Transfusion Practice
- Clinical Transfusion Practice: Refresher 1
- Clinical Transfusion Practice: Refresher 2 (EMR)
- Collecting Blood Specimens
- Transporting Blood

IRON DEFICIENCY ANAEMIA COURSES

- Iron Deficiency Anaemia Essentials
- Preoperative
- Paediatric
- Heavy Menstrual Bleeding
- Maternity
- Chronic and Complex
- Intravenous Iron Administration **NEW**

PATIENT BLOOD MANAGEMENT COURSES

Patient Blood Management General

- Patient Blood Management Essentials

Patient Blood Management Medical and Specialities

- Medical Introduction
- Gastrointestinal
- Cancer
- Cardiac
- Chronic Kidney Disease
- Chronic Transfusion

Acute Care and Surgical

- Viscoelastic Haemostatic Testing
- Critical Bleeding – Essentials
- Critical Care
- Perioperative
- Intraoperative Cell Salvage
- Preoperative Bleeding Risk Assessment

Obstetrics and Maternity

- Obstetric Haematology
- Obstetric Blood Management
- Postpartum Haemorrhage
- RhD Immunoglobulin

Neonates and Paediatrics

- Patient Blood Management for Neonates and Paediatrics
- Neonatal: Preterm
- Fetal Neonatal Alloimmune Thrombocytopenia
- Neonatal: Major Haemorrhage
- Paediatric: Haematology Oncology
- Paediatric: Surgical
- Paediatric: Major Haemorrhage
- Paediatric: Iron Deficiency Anaemia

Immunoglobulin

- Essentials
- Governance and Access
- Prescribing
- Administration
- Adverse Events

RESOURCES

All courses and resources are based on published guidelines, evidence-based best practice, and expert opinion, including the National Patient Blood Management Guidelines: Modules 1 to 6, and other guidelines produced by the National Blood Authority and the Australian and New Zealand Society of Blood Transfusion.



PODCASTS

- Tranexamic Acid:
Dr Daniel Bodnar
- Bleeding Risk Assessment:
Dr Philip Crispin
Dr Adam Eslick
- Haemolytic Disease of the Fetus and Newborn (HDFN):
Dr Helen Savoia
- Transfusion and Patient Blood Management – A Haematologists perspective:
Dr James Isbister

VIDEOS

- Transfusion consent for neonates:
A shared decision
- Transfusion consent for paediatrics:
A shared decision
- Transfusion consent for adults:
Shared decision-making and consent
- When consent is not an option: two videos
- Acute care and surgical: five videos
- Activating a massive transfusion protocol
- Iron deficiency anaemia diagnosis and management: ten videos
- Patient blood management: an overview
- Clinical transfusion practice: six videos



OTHER RESOURCES

- Iron Deficiency Anaemia mobile app (iOS and Android)
- IV iron tools
- Educational tools
- Promotional tools

ENDORSEMENTS AND SUPPORT

The BloodSafe eLearning Australia program is supported and/or endorsed by:



Australian Government

All Australian Governments



National Blood Authority



Australian Red Cross
Lifeblood



Australian and New Zealand
Society of Blood Transfusion



Nursing and Midwifery
Board of Australia



International Society of
Blood Transfusion

BloodSafe eLearning Australia courses are accredited by:



ANZCA
FPM

Australian and
New Zealand College
of Anaesthetists



Australian College
of Rural and
Remote Medicine



Australian College
of Midwives



Australian Institute
of Medical and
Clinical Scientists



Australasian Professional
Acknowledgement of
Continuing Education



Blood Matters Program,
Victoria



Blood Watch Program,
Clinical Excellence
Commission

Work is ongoing to gain endorsement from additional colleges and societies when new/updated courses are released; however, it should be noted that:

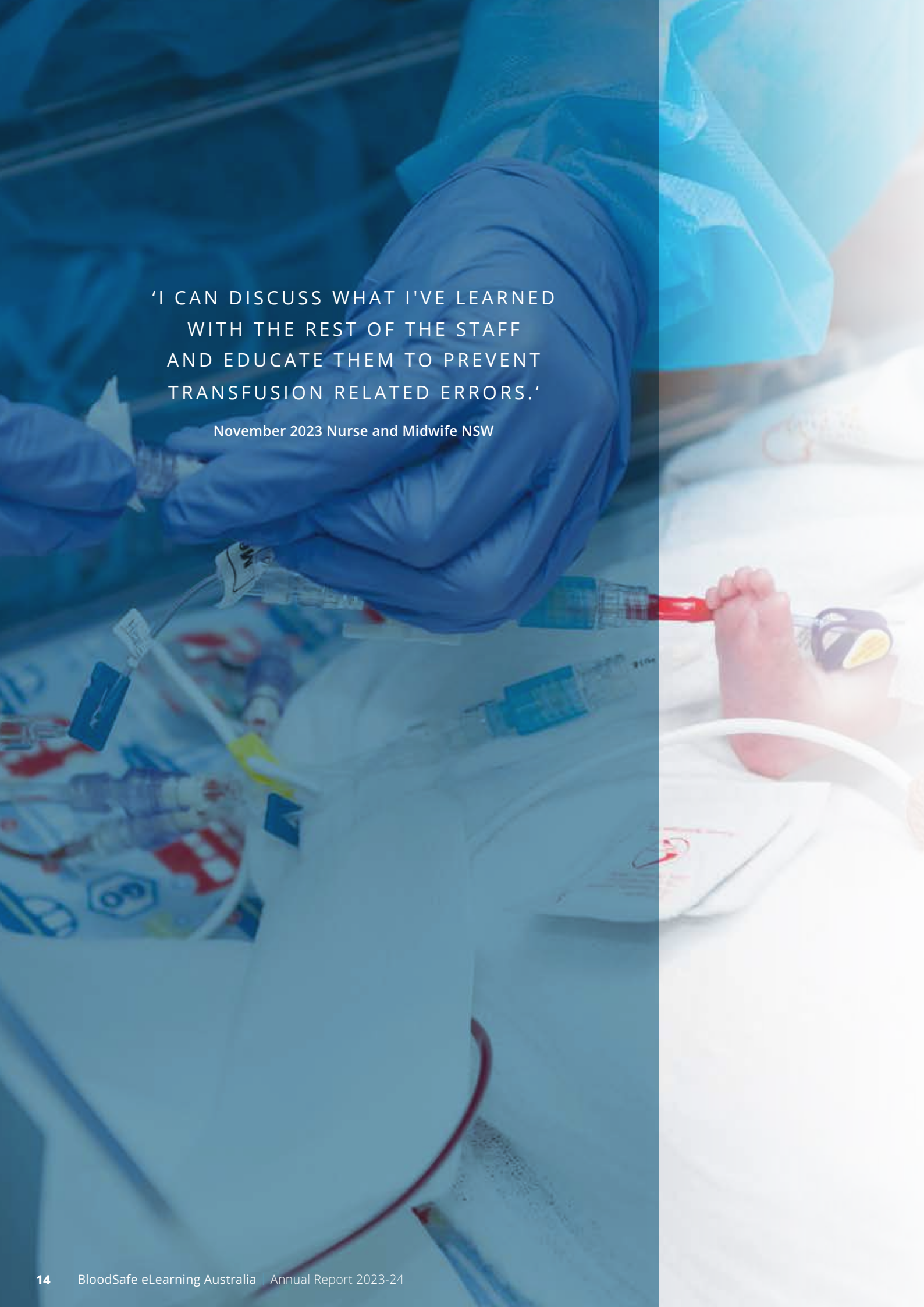
- Some colleges and societies do not provide endorsement of educational programs
- There are often significant fees associated with endorsement
- Endorsement is for a defined period and requires an ongoing commitment and appropriate resourcing.

A full listing of endorsements and accreditation for each course is available at the beginning of each course and on our website, www.bloodsafelearning.org.au.

‘AS A PREVIOUS PHLEBOTOMIST AND CURRENT PARAMEDIC,
IT HAS REITERATED THE IMPORTANCE OF BLOOD
PROCEDURES AND I HAVE GAINED NEW KNOWLEDGE
IN REGARD TO BLOOD TRANSFUSIONS.’

April 2024 Paramedic SA





'I CAN DISCUSS WHAT I'VE LEARNED
WITH THE REST OF THE STAFF
AND EDUCATE THEM TO PREVENT
TRANSFUSION RELATED ERRORS.'

November 2023 Nurse and Midwife NSW

2023-24 STAFF

BEA is comprised of a multidisciplinary team with diverse backgrounds and experiences. Each staff member contributes a unique perspective and a wealth of ideas to the development of our online education.



Carolyn Field

RN BN Dip(Mgt) GCert(Immunisation) MN
Program Director



Dr Kobie von Wielligh

MBChB MPraxMed FRACGP FRCPA
Medical Editor



Lorenzo Pizza

BBus Dip(HRMgt) GCert(CareerDev)
Administration Officer



Cassandra Thomas

BA GDip(ProjMgt)
Systems Support Officer



Sue Ogley

RN GDip(Paed) GCert(NICC)
GCert(ClinEd) GCert(Healthcare Admin)
Clinical Education Lead



Robyn White

RN BN GCert(Paeds)
Clinical Education
Project Officer




Amy Sheppard

RN BN MPH
Clinical Education
Project Officer



Shalini George

RN GCert(CritCare) MCE
Clinical Education
Project Officer

A person in a white lab coat is shown in profile, looking at a computer monitor. The background is a clinical setting with a white wall and a computer monitor. The image is overlaid with a semi-transparent red filter. The text is centered in white, uppercase letters.

'IT REMINDED ME OF THE
DILIGENCE NEEDED WHEN
ADMINISTERING BLOOD PRODUCTS
THAT ARE DONATED BY
THE PUBLIC.'

February 2024 Nursing Student Nepal

2 GOVERNANCE AND ADMINISTRATION

CORPORATE GOVERNANCE

BloodSafe eLearning Australia works within a multi-tiered governance framework consisting of key stakeholder organisations from the Australian blood sector.

NATIONAL BLOOD AUTHORITY

The National Blood Authority is an Australian Government statutory agency, established under *the National Blood Authority Act 2003* to improve and enhance the management of the Australian blood and plasma product sector at a national level. The National Blood Authority represents the interests of the Australian, state and territory governments, and sits within the Australian Government's Health and Aged Care portfolio. Funding for BloodSafe eLearning Australia is provided by all Australian Governments via the National Blood Authority.

Program deliverables, key performance indicators, funding, budget and contract requirements are defined in the Funding Agreement for the BloodSafe eLearning Australia Program between the Commonwealth of Australia and the Minister for Health and Wellbeing (South Australia).

DEPARTMENT FOR HEALTH AND WELLBEING, SOUTH AUSTRALIA

The Blood, Organ and Tissue Programs Branch within the Department for Health and Wellbeing, South Australia, is responsible for contract management, funding arrangements, management of intellectual property rights, and provision of legal advice reporting to the Jurisdictional Blood Committee and in partnership with BloodSafe eLearning Australia to the National Blood Authority.

WOMEN'S AND CHILDREN'S HEALTH NETWORK

The Centre for Education and Training within the Women's and Children's Health Network provides office space, procurement and finance support for the BloodSafe eLearning Australia team. The Digital Learning and Design Team within the Centre for Education and Training provides learning management system development and technical support, instructional design, graphic design and photographic services to BloodSafe eLearning Australia on a fee-for-service basis.

BLOODSAFE ELEARNING AUSTRALIA REFERENCE GROUP

The BloodSafe eLearning Australia Reference (BEAR) Group is an advisory group that consists of Clinical representatives from jurisdictions and the private hospital sector. This group provides stakeholder representation, information and advice to guide the program and ensure that it meets the needs of learners and the organisations that access the learning courses.

STAKEHOLDERS

NATIONAL BLOOD AUTHORITY EXPERT GROUPS

A group of recognised subject-matter experts from different professions assist the National Blood Authority with the review of existing national guidelines, and the development of new guidelines. These groups may also assist BEA with planning and review of course content prior to release.

COURSE DEVELOPMENT REFERENCE GROUPS

A group of recognised subject-matter experts from different professions assist with content development, content review and to provide final review and approval prior to a course being released. These experts are identified during the process of course development.

OTHER BLOOD SECTOR ORGANISATIONS

BloodSafe eLearning Australia has links with other organisations in the blood sector including Australian Red Cross Lifeblood (contract for medical advice, writing and editing services), Australian and New Zealand Society of Blood Transfusion, Blood Matters (Victoria), BloodWatch (NSW), BloodSafe® (SA), and the International Society of Blood Transfusion.

'THIS SHOULD BE MANDATORY FOR ALL RELEVANT
HEALTH PROFESSIONALS IN AUSTRALIA AND ABROAD.'

May 2023 Registered Nurse QLD





'THANKS FOR DELIVERING
A SUPERB COMPETENCY!!'

January 2024 Medical Officer VIC

A blurred background image of a laboratory setting. In the foreground, a multi-well plate is visible. In the background, there are pipettes and other laboratory equipment on a white surface.

3 ANNUAL PERFORMANCE

Performance criteria, milestones and deliverables are specified in the BEA Funding Agreement (1 July 2023 – 30 June 2026) between the Commonwealth of Australia as represented by the National Blood Authority and the Minister for Health and Wellbeing (South Australia) acting through the Department for Health and Wellbeing, executed 29 June 2023.



PERFORMANCE CRITERIA

Deliverables, Performance Criteria and Outcome

Item	Deliverable	Performance criteria	Outcome
1	System performance and availability	System uptime of 99% measured on a 24 hours a day, 7 days a week basis	Achieved Server availability 100%
2	Helpdesk performance and availability	Helpdesk available during normal business hours	Achieved Helpdesk available during normal business hours during this reporting period.
3	Review Project Management Plan and manage necessary updates of existing content	As outlined in the Project Plan and approved by the NBA	Partially achieved Courses not progressed have been placed onto further workplans. Awaiting release of guidelines for adverse events and inventory management. Staffing vacancies have slowed progress with course completions – recruitment now complete.
4	Maintenance of system in line with eLearning best practice	As outlined Schedule 2: Item 1.5(c) (iv) : <i>“Ensure that content is consistent with best practice educational principles”</i>	Achieved 1. Learner self-direction 2. Learner experience 3. Relevance 4. Problem centred approach 5. Learner motivation As evidenced via: • Learner feedback • Course development and build style guides
5	Maintenance of content accessibility	Consistent with Level AA (or higher) of the Web Content Accessibility Guidelines	Achieved All content is consistent with Web Content Accessibility Guidelines (WCAG) Level AA and partially met Level AAA.

DELIVERABLES AND MILESTONES

Key program requirements are specified in the annual Project Plan.

Item	Deliverable	Estimated Date of Completion	Status
1	Maintenance and support	Ongoing	Achieved
2	New Course: Intravenous Iron Administration	December 2023	Released in December 2023.
3	New Suite of Courses: Adverse Events	TBA - on hold	Awaiting release of National Guidelines – BEA course release will be staggered once guidelines released.
4	Updated Suite of Courses: Critical Bleeding	June 2025	Suite of six courses – course 1 expected release July/August 2024. Staggered release until June 2025 – currently on 2024-25 workplan.
5	New Inventory Management	On hold	Needs analysis and scoping complete. Course development and build currently on hold with expected release 2025/2026.
6	New Course: Subcutaneous Immunoglobulin (SCIg)	June 2025	Course build and release expected 2024/25. Course progress has been delayed due to staff vacancies.
7	New Resource: Podcasts on RhD and Patient Blood Management	September 2023	Released September 2023
8	Update Existing Courses: <ul style="list-style-type: none"> • RhD Immunoglobulin course <ul style="list-style-type: none"> - updated recommendations from the Guideline for the prophylactic use of RhD immunoglobulin in pregnancy care • Clinical Transfusion Practice course <ul style="list-style-type: none"> - irradiated products 	Ongoing	Complete Complete

PROMOTION AND COMMUNICATION ACTIVITIES

BloodSafe eLearning Australia undertakes a range of promotional activities and provides resources and support for health organisations to promote the program.

Promotion and communication activities typically undertaken include:

- Conference presentations and posters
- Conference satchel inserts
- Flyers and promotional items at conference booths.

BloodSafe eLearning Australia staff attended the following conferences in the 2023 – 24 financial year:

- Trauma Hemostasis and Oxygenation Research Network (THOR) – Perth
- Australian College of Midwives - Adelaide
- Australian Red Cross Lifeblood Strategic Forum – Adelaide
- Blood 2023 - Melbourne
- Australian and New Zealand Society of Blood Transfusion (ANZBT) Transfusion Practitioner Day. BEA provided sponsorship for the day and the clinical team hosted and delivered a transfusion practitioner masterclass as part of the program – Melbourne (prior to Blood 2023).

PROMOTIONAL RESOURCES PROVIDED TO AUSTRALIAN ORGANISATIONS

Hospitals and other health care organisations provide significant education around a range of clinical practice topics to their staff. This can take the form of targeted sessions and/or 'focus weeks' where specific topics such as transfusion are provided in an intensive mode.

To support these activities, hospitals can order resources to promote the program in their organisation.

Promotional resources supplied	Quantity
Promotional items	22,537
Course flyers	7,051



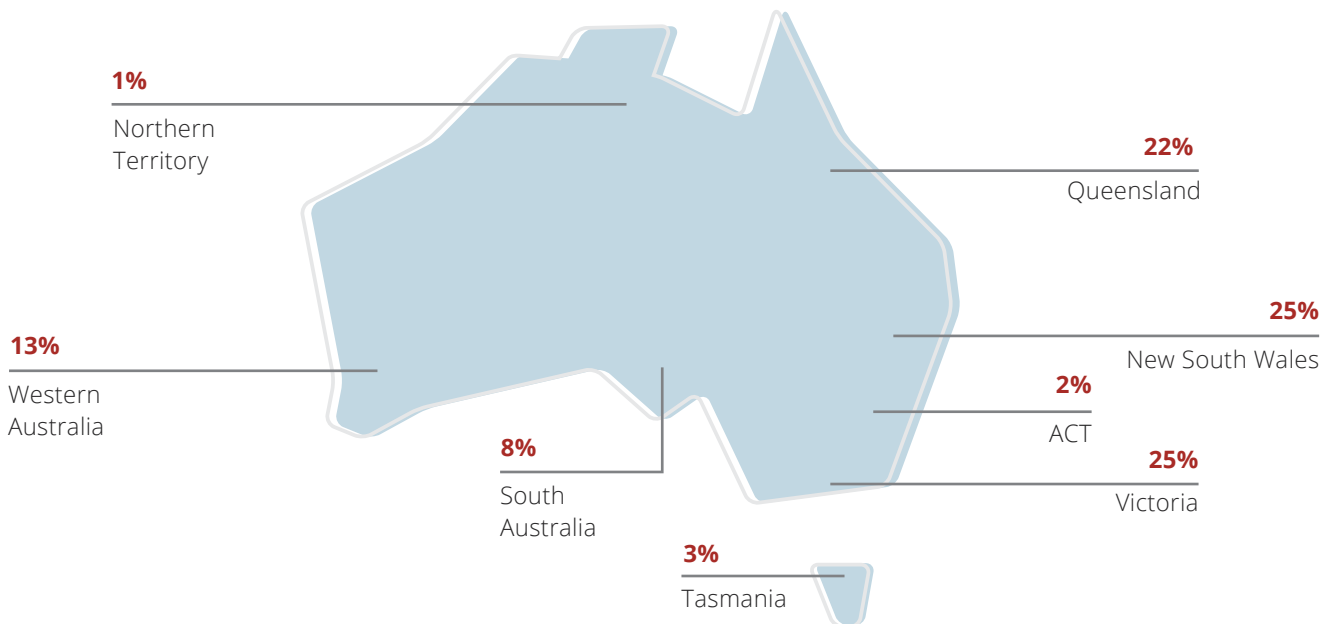
NEW LEARNER REGISTRATIONS AND COURSE COMPLETIONS

The number of **learners and course completions** has continued to grow in 2023-24.

66,340 NEW learner registrations **193,810** courses completed by learners

AUSTRALIAN NEW LEARNER REGISTRATIONS BY JURISDICTIONS

1 July 2023 to 30 June 2024



	New user registrations		Course completions	
	Number	% of total	Number	% of total
Australian Capital Territory	1,506	2%	4,107	2%
New South Wales	15,821	24%	44,546	23%
Northern Territory	879	1%	2,451	1%
Queensland	13,699	21%	44,008	23%
South Australia	5,296	8%	23,889	12%
Tasmania	1,883	3%	6,885	4%
Victoria	15,484	23%	42,712	22%
Western Australia	8,335	13%	17,538	9%
Australia	62,903	95%	186,136	96%
International	3,437	5%	7,674	4%
Total	66,340		193,810	

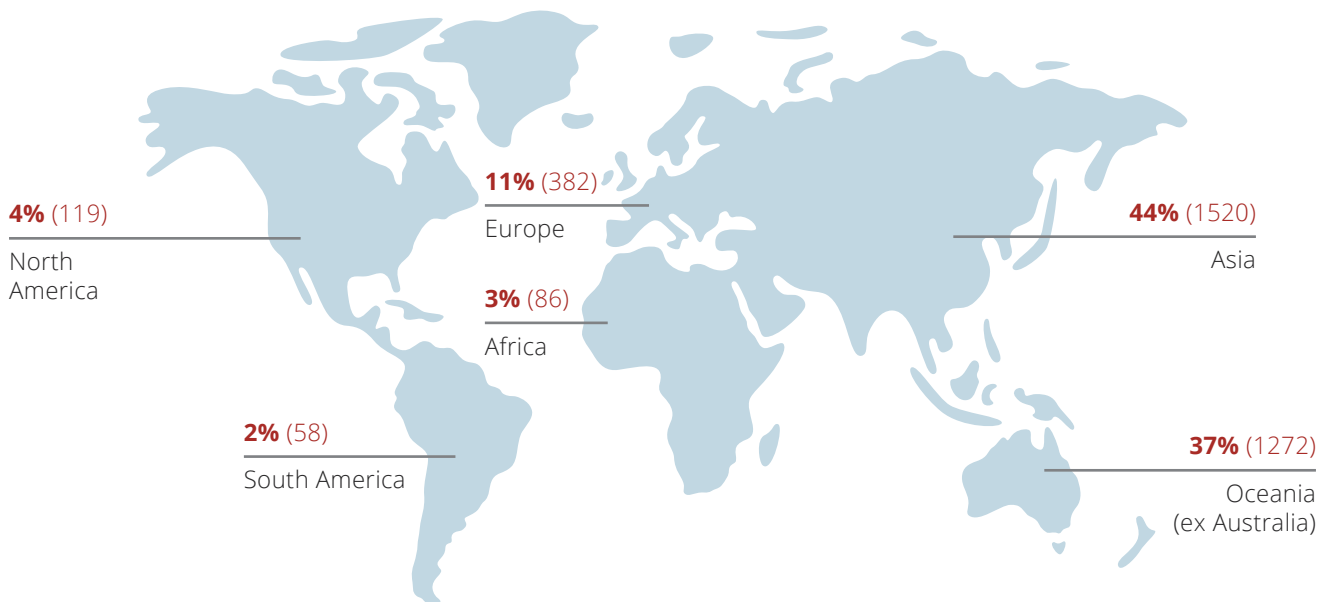
Note: Percentages are rounded to the nearest whole number.

A breakdown of Australian financial year registrations and course completions by profession is available in Appendix 1.

INTERNATIONAL NEW LEARNER REGISTRATIONS AND COURSE COMPLETIONS

From **1 July 2023** to **30 June 2024** there were

3,437 from **107** which is **5%**
NEW INTERNATIONAL LEARNERS **COUNTRIES** **OF NEW LEARNER REGISTRATIONS**



Countries with new learner registrations in 2023-2024

Africa	Uganda	Israel	Sri Lanka	France	North America	Brazil
Algeria	Tanzania	Japan	Taiwan	Germany	Aruba	Chile
Cameroon	Zimbabwe	South Korea	Thailand	Greece	Bahamas	Colombia
Egypt	Asia	Kuwait	Timor-Leste	Ireland	Canada	Paraguay
Ethiopia	Afghanistan	Lebanon	Turkey	Italy	El Salvador	Peru
Gambia	Bahrain	Malaysia	United Arab Emirates	Latvia	Guatemala	Uruguay
Ghana	Bangladesh	Maldives	Uzbekistan	Netherlands	Haiti	Oceania (ex Aus)
Kenya	Bhutan	Myanmar (Burma)	Vietnam	Norway	Jamaica	Antarctica
Libya	Brunei Darussalam	Nepal	Yemen	Portugal	Mexico	Fiji
Malawi	Cambodia	Oman	Europe	Romania	Nicaragua	Micronesia
Morocco	China	Pakistan	Albania	Russian Federation	Trinidad and Tobago	(Federated States of)
Namibia	Hong Kong	Palestinian territories	Austria	Slovakia	United States of America	New Zealand
Nigeria	India	Philippines	Belgium	Spain	South America	Norfolk Island
Senegal	Indonesia	Qatar	Denmark	Sweden	Argentina	Papua New Guinea
Seychelles	Iran	Saudi Arabia	Finland	Switzerland	Bolivia	Solomon Islands
South Africa	Iraq	Singapore		Ukraine		Vanuatu
Sudan				United Kingdom		

EVALUATION AND COURSE FEEDBACK



17,922 USERS PROVIDED FEEDBACK IN 2023-24




Feedback is welcomed from learners through the helpdesk at any time, as well as via the online evaluation form. The evaluation form was embedded into the following courses in 2023:

- Clinical Transfusion Practice
- RhD Immunoglobulin

For all other courses learners are sent a link to the evaluation survey via email when they receive their certificate of completion.

The following evaluation data 2023 – 2024 financial year is for all courses

USERS AGREEMENT/DISAGREEMENT WITH THE FOLLOWING STATEMENTS

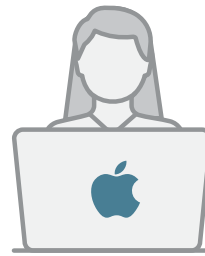
These courses will...	  		
	Disagree or strongly disagree	Neither agree or disagree	Agree or strongly agree
Improve your knowledge	5.3%	3.51%	91.2%
Change your clinical practice	7.0%	14.28%	78.7%
Help you identify near misses and prevent adverse events	5.4%	4.45%	90.1%
Improve patient outcomes/safety	5.4%	3.47%	91.2%

DEVICE AND OPERATING SYSTEMS

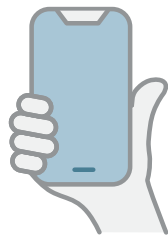
Devices and operating systems used:



74%
WINDOWS
DESKTOP







17%
MAC OS
DESKTOP



2%
ANDROID
MOBILE
DEVICES



7%
APPLE
MOBILE
DEVICES

	 Disagree or strongly disagree	 Neither agree or disagree	 Agree or strongly agree	 N/A or unable to answer
The course was easy to navigate and use	6.3%	2.42%	89.0%	2.23%
The assessment was appropriate to the content	6.0%	2.26%	88.4%	3.28%
The case studies (if used) were relevant to the content	6.0%	2.99%	87.5%	3.51%
The courses were relevant to clinical practice	6.7%	2.83%	87.4%	3.09%

USER SUPPORT AND FEEDBACK

A comprehensive customer and user support system is available through:

TIER



Self-help in the form of FAQs and user guides available on the BloodSafe eLearning Australia website.

TIER



Help desk support is provided by the Program Management Office through a customer support system. BloodSafe eLearning Australia staff respond to all enquiries during standard business hours of 8am to 5pm weekdays.

TIER



Support is provided through the Learning Management System team within Digital Learning and Design at the Women's and Children Health Network. The support is escalated through the BloodSafe eLearning Australia staff as required.

2023-24 Helpdesk statistics

Category	Enquiries	%
Account and Profile	637	40%
Course Content and Feedback	74	5%
External LMS	70	4%
Communications and Promotions	221	14%
Report Administration	67	4%
System Management	326	21%
Other	182	12%
Total	1,577	100%

ONLINE SYSTEMS DEVELOPMENT

Several enhancements were completed in this period to improve user support and experience on the helpdesk and website.

- Continuous improvement to helpdesk platform to streamline administration and response time to users.
- Updates to website content as required.

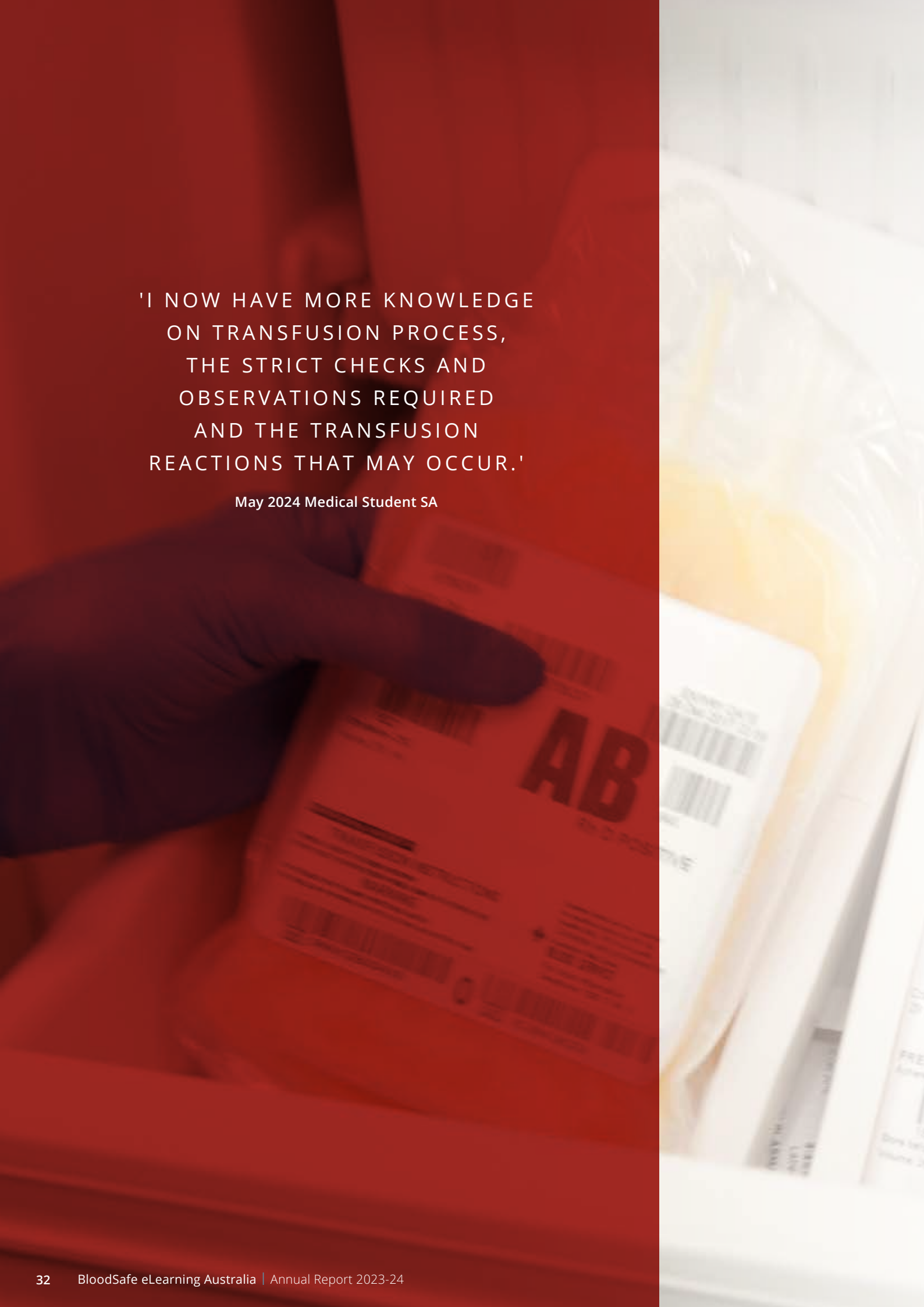
'THE COURSE IS PERFECT AND ACCESSIBLE.
THE FACT THAT ONE CAN TAKE A BREAK BEFORE THE NEXT
MODULE WAS HELPFUL TO ME. THE ASSESSMENTS AFTER
EACH MODULE HELPED RETAIN INFORMATION.'

July 2023 Registered Nurse NZ

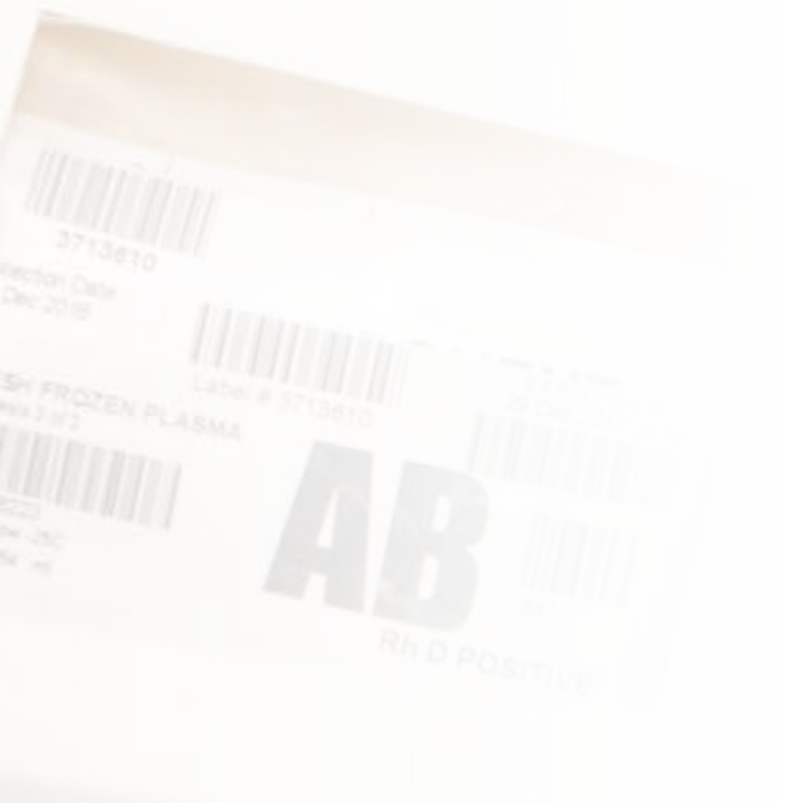


'I NOW HAVE MORE KNOWLEDGE
ON TRANSFUSION PROCESS,
THE STRICT CHECKS AND
OBSERVATIONS REQUIRED
AND THE TRANSFUSION
REACTIONS THAT MAY OCCUR.'

May 2024 Medical Student SA



4 FINANCIAL MANAGEMENT



'EXTREMELY GOOD EDUCATIONAL
COURSE, EASY TO USE WITH LOTS
OF RESOURCES TO FURTHER
MY BLOOD EDUCATION.'

October 2023 Enrolled Nurse VIC



FINANCIAL STATEMENT

1 JULY 2023 –
30 JUNE 2024


Income	Actual (AUD)	Budget (AUD)	Notes
JBC/NBA Funding	\$1,227,336		
Other Income	-		
Total Income	\$1,227,336		

Expenditure	Actual (AUD)	Budget (AUD)	Notes
Salaries and Wages	\$582,710	\$757,841	a
Medical and Scientific Advice	\$138,840	\$147,629	b
Administration and Systems	\$178,812	\$161,386	c
Communications, Promotions and Endorsements	\$75,228	\$69,480	d
Content Development	\$44,837	\$80,000	
Corporate Governance	\$11,000	\$11,000	
Total Expenditure	\$1,031,427	\$1,227,336	
Net Surplus/(Deficit)	\$195,573		

Operating Reserves	Actual (AUD)	Budget (AUD)	Notes
Carried forward from 2022–23	\$392,602		
Carried forward	-\$392,602		Returned to the NBA e
Proposed carry forward to 2024-25		\$195,573	

Notes:

- Vacant positions recruited into and commenced in May 2024.
- Contract with Australian Red Cross Life Blood not finalised within the 2023 – 24 financial year therefore previous existing pricing continued.
- LMS Development including new website platform development.
- Sponsorship of the ANZBT Transfusion Practitioners Study Day for 2023 and paid in advance for 2024. Exhibition attendance for Blood 2024 paid for in 2023 – 24 financial year in advance.
- Returned to the NBA to hold until required.

A medical student in a white lab coat and gloves is working at a workstation. The workstation has a red tray containing various medical supplies, including a bottle of hand sanitizer and a small electronic device. The student is looking down at the tray. The background shows a typical office or clinical setting with cubicles and overhead lights.

'THANK YOU FOR ENHANCING
MY KNOWLEDGE THROUGH YOUR
INFORMATIVE PRESENTATIONS
WITH QUESTIONS AND ANSWERS
THAT WILL BE HELPFUL IN
RETAINING THE INFORMATION
I HAVE LEARNT.'

February 2024 Medical Student Malaysia

A blurred office scene in the background showing a person at a computer workstation, various office supplies, and a printer. A horizontal blue line is positioned above the section header.

5 APPENDICES

APPENDIX 1

LEARNER REGISTRATIONS AND COURSE COMPLETIONS BY PROFESSION

Courses completed by professional groups from 1 July 2023 – 2024.

Note: Data indicates profession of learner at the time the course was completed.

Some learners may have more than one profession through the financial year (i.e., Student to Clinician)

	Nursing	Student Nursing	Medical	Student Medical	Midwifery	Student Midwifery	Nursing and Midwifery	Laboratory	Student Laboratory	Other
Clinical Transfusion Practice (CTP)										
Clinical Transfusion Practice	53,391	17,792	6,842	1,707	3,208	853	1,917	252	182	3,752
CTP: Refresher 1	23,023	2,209	1,137	175	1,267	124	874	85	24	563
CTP: Refresher 2 (EMR)	9,351	1,075	407	74	503	55	319	51	20	322
Collecting Blood Specimens	7,742	2,863	376	261	550	96	336	239	125	1,410
Transporting Blood	6,635	3,075	276	209	389	63	283	148	40	4,319
Patient Blood Management: General										
Patient Blood Management	5,302	1,930	2,212	501	227	25	202	81	66	550
Patient Blood Management: Medical										
Medical	709	467	148	49	13	3	24	18	4	90
Cancer	482	636	52	32	7	0	22	9	4	68
Cardiac	395	163	58	25	4	0	16	5	3	53
Chronic Kidney Disease	410	172	40	27	11	0	14	4	4	56
Chronic Transfusion	259	122	37	22	9	1	12	7	4	46
Gastrointestinal	373	181	59	27	8	0	15	4	3	56
Patient Blood Management: Acute Care and Surgical										
Critical Bleeding	1,371	260	1,409	66	58	29	62	43	25	92
Critical Care	633	165	102	26	9	0	23	9	1	62
Perioperative	1,667	179	210	48	36	0	40	37	25	70
Viscoelastic										
Haemostatic Testing	165	116	151	20	7	0	5	41	2	54
Intraoperative Cell Salvage	290	113	40	14	5	0	8	7	1	135
Preoperative Bleeding Risk Assessment	376	135	40	19	15	0	15	5	2	46

	Nursing	Student Nursing	Medical	Student Medical	Midwifery	Student Midwifery	Nursing and Midwifery	Laboratory	Student Laboratory	Other
Patient Blood Management: Obstetrics										
Obstetric Blood Management	282	40	79	13	529	151	182	32	1	41
Obstetric Haematology	271	42	67	14	452	199	174	39	1	52
Postpartum Haemorrhage	2,090	79	810	38	1,046	275	380	39	3	106
RhD Immunoglobulin	277	43	60	14	445	147	164	31	8	46
Patient Blood Management: Neonates and Paediatrics										
PBM for Neonates and Paediatrics	621	602	60	10	57	6	46	14	4	61
Neonatal: Preterm	333	46	11	6	53	4	41	5	1	32
Fetal Neonatal Alloimmune Thrombocytopenia	143	38	16	6	17	0	9	6	1	30
Paediatric: Major Haemorrhage	162	39	55	6	4	1	17	6	1	33
Paediatric: Haematology/ Oncology	118	40	14	9	2	0	5	8	1	32
Paediatric: Surgical	108	42	14	7	3	0	3	4	1	31
Paediatric: Iron-deficiency Anaemia	137	36	7	5	10	0	9	5	1	29
Neonatal: Major Haemorrhage	239	38	30	7	38	4	16	32	1	30
Iron Deficiency Anaemia										
Essentials	2,113	539	208	91	165	34	107	75	33	168
Chronic and Complex	389	122	45	32	22	1	15	4	3	51
Heavy Menstrual Bleeding	374	135	52	36	46	2	27	9	3	67
Maternity	388	93	66	36	380	177	118	2	3	59
Paediatric	360	98	50	27	19	1	24	8	3	58
Preoperative	521	144	62	37	28	1	26	12	3	69
IDA: Intravenous Iron Administration	873	71	60	15	88	3	46	3	1	36
Immunoglobulin										
Administration	567	120	11	16	20	28	26	57	2	46
Adverse Events	424	115	21	17	9	28	12	58	2	43
Essentials	760	141	45	24	24	31	34	55	6	66
Governance and Access	196	106	18	16	10	0	8	61	3	46
Prescribing	179	105	24	18	14	0	8	42	1	47

APPENDIX 2

RISK MITIGATION PLAN

Risk Category	Description	Likelihood	Consequence (Impact)	Risk Assessment	Management Plan
Clinical Excellence	Patient Blood Management guidelines/source material is not available for course development	3	1	Low	Alternative course material identified Alignment of course development and/or review schedule with guideline review process
Clinical Excellence	Guidelines/evidence change requiring updates to courses	4	1	Moderate	Reviews of course content scheduled outside of guideline update in Project Plan
Financial	Inadequate budget provided for deliverance of Project Plan	1	1	Low	Annual Project Plan based on available funds Expenditure monitored regularly
Legal	Professional indemnity and liability claims	1	1	Low	Course content based on peer-reviewed, published evidence Terms of Use reviewed to ensure ongoing suitability Liability insurance policy
Operational	Infrastructure failure	1	2	Low	Real-time website/server monitoring Service level agreements with key providers Management plan for system interruption System redundancy and back-up
Operational	ICT Security - update	2	2	Low	Regular security updates including firewall Updated platform to function on modern web servers Update front end tech stack to function on new browsers

Risk Category	Description	Likelihood	Consequence (Impact)	Risk Assessment	Management Plan
Project	Departure of program staff	3	1	Low	Staff Wellbeing Program Strategic succession planning Shared team vision and direction Inclusive and supported leadership Documented processes Strategic planning for growth and diversity Multi-year funding agreement provides longer-term staff contracts
Project	Cessation of funding or failure of the program to meet contractual obligations	1	4	Low	Monitoring of contractual obligations, key program requirements and milestones Quarterly reporting and contract meetings with NBA, SA Health and BloodSafe eLearning Australia Funding agreement includes a notice period for cessation of funding to allow for transition planning, intellectual property arrangements and human resource management Strategic planning in partnership with BEA, SA Health and NBA
Reputational	Another organisation attempts to use the BloodSafe eLearning Australia name	1	1	Low	BloodSafe name trademarked Terms of Use define permitted use BloodSafe eLearning Australia promotional material asserts ownership by including the registered trademark (®) symbol

Risk Rating Definitions

Likelihood; 1: Rare, 2: Unlikely, 3: Possible, 4: Likely, 5: Almost Certain

Consequence (Impact); 1: Insignificant, 2: Minor, 3: Medium, 4: Major, 5: Critical

All risks, likelihood and consequences are based on the SA Health Risk Management Framework November 2014.



BloodSafe[®]
ELEARNING AUSTRALIA
